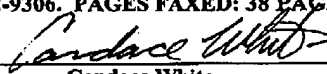


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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****In re United States Patent Application of:****Applicant:** **HESTER, Rex R.****Application No.:** **09/411,663****Date Filed:** **October 4, 1999****Title:** **ENABLING QUALITY VOICE  
COMMUNICATIONS FROM  
WEB PAGE CALL CONTROL****Docket No.:** **4253-101****Examiner:** **Thien D. TRAN****Art Unit:** **2665****Conf. No.:** **8627****23448****FACSIMILE TRANSMISSION CERTIFICATE****Fax No.:** **(703) 872-9306**

I hereby certify that this document is being filed in the United States Patent and Trademark Office, via facsimile transmission to Mail Stop AF, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450, on August 16, 2004, to United States Patent and Trademark Office facsimile transmission number: (703) 872-9306. **PAGES FAXED: 38 PAGES**

  
**Candace White****August 16, 2004**  
**Date****AMENDMENT RESPONDING TO JUNE 16, 2004 OFFICE ACTION IN U.S. PATENT  
APPLICATION NO. 09/411,663**

Mail Stop AF  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

This responds to the June 16, 2004 Office Action in the above-identified application.

Please amend the specification as set out in Section I (Amendment of the Specification) hereof.

Please amend the claims as set out in Section II (Amendments of the Claims) hereof.

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08/18/2004 SHIN0551 00000052 09411663

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Remarks addressing the substance of the Office Action and the amendments effected herein are set out in Section III (Remarks) hereof.